

# Exhibit 10

## Questionnaire

# Exhibit 10

## QUESTIONNAIRE

YES NO

- 1) Do you agree to abide by all rules as prescribed by the 9-1-1 Act and Illinois Administrative Code 725? ☒ ☐
- 2) Will 9-1-1 be the primary published emergency telephone number within the area served by system? ☒ ☐
- 3) Will automatic dialing type alarms be permitted on 9-1-1 lines? ☐ ☒
- 4) Will the PSAP have a designated overflow answering station that can be utilized if the call volume exceed that which the telecommunicator on duty is able to handle? ☒ ☐
- 5) Will the PSAP have an emergency power source? ☒ ☐  
What type? Backup generator & UPS
- 6) Does the system have an Emergency Telephone System Board appointed as prescribed by the Emergency Telephone System Act? ☒ ☐
- 7) If your system does not have an Emergency Telephone System Board, does it have an Advisory or Policy Board as prescribed in 83 Illinois Administration Code 725? ☐ ☐
- 8) Will management develop and write "Standard Operating Procedures" for PSAP personnel concerning the call handling agreements and the requirements of 83 Illinois Administrative Code 725? ☒ ☐
- 9) If applicable, will PSAP management, prior to activating the system, establish written procedures for all tracing with all the telephone companies involved in the system? ☒ ☐  
Not Applicable
- Will PSAP management, prior to activating the system, establish written procedures for the repair of equipment and restoration of services? ☒ ☐
- 11) Will PSAP management develop procedures for providing 9-1-1 service in the event that critical functions of the PSAP are partially disable due to natural or man-made disaster? ☒ ☐
- 12) Will PSAP management, prior to activating the system, file with the Commission the written procedures that have been established and are in place, which are referred to in Questions 7, 8, 9, and 10? ☒ ☐
- 13) Will the PSAP have a teletypewriter (TTY) to use in answering calls made by the hearing impaired? ☒ ☐
- 14) Will the PSAP utilize a TTY PSAP Based Voice Annunciator? ☒ ☐
- 15) Will 9-1-1 be the emergency number for TTY calls? ☒ ☐  
If not, what telephone number will be utilized? \_\_\_\_\_
- 16) Will adequate training be provided to PSAP personnel in the use of TTY's? ☒ ☐
- 17) Do you have any dedicated 7 digit lines used for TTY calls that will be disconnected when 9-1-1 is operated? ☐ ☒
- 18) If so, have arrangements been made to provide an announcement to TTY user's informing them that 9-1-1 should now be dialed for emergencies?
- 19) What response will be initiated by the PSAP for calls where verbal contact can not be established? ☐ ☐

A. Determine if TTY/TDD

B. Upon determination of call location initiate response by law enforcement.

THE TELEPHONE COMPANY(S) WILL ASSIST YOU IN ANSWERING THESE QUESTIONS

- 2) Is there a cell site in your area that would result in cellular 9-1-1 calls arriving at your PSAP? YES ☒ NO ☐
- 21) Do you have procedures in place to accept and handle cellular 9-1-1 calls? ☒ ☐
- 22) What considerations has management made to insure that private residential and private business switch services are provided the same level of 9-1-1 as public agency(s) and telecommunications carrier(s) are providing other end users of the local 9-1-1 System, as required by the Emergency Telephone System Act, 50 ILCS 750.01 et seq.?  
Both the service provider and the County ETSB are willing, as  
prescribed by law, to provide for private residential and private  
business switch services.
- 23) Will the telephone directories that will be affected by the proposed system have 9-1-1 listed as the primary emergency number? ☒ ☐
- 24) What type of trunking arrangement will be used to provide incoming 91-1 trunks? (Please check appropriate item).  
a. ☐ Dedicated Directed  
b. ☐ Tandem Selective Router  
c. ☒ Combination of a & b
- 25) On a separate sheet, diagram the trunking arrangement(s) used and the number of 9-1-1 circuits for each switching office to the PSAP. Please label diagram as Exhibit 10, Question 25.
- 26) Specify the features associated with the 9-1-1 trunks.  
1. ALI Spill  
2. Forced Disconnect  
3. Where technically feasible, emergency ring back.
- 27) Is your selective router being provisioned by the local exchange carrier? ☒ ☐
- 28) Please provide in detail the features to be provided by your selective router.  
1. Selective Routing  
2. Alternate Routing  
3. Default Routing  
4. Selective Transfer
- 29) Will 9-1-1 circuits utilize alternate routing? ☒ ☐
- 30) Will pay phones within the system's boundaries be appropriately placarded and have 9-1-1 coin-free dialing? ☒ ☐
- 31) Will critical telephone equipment be utilized in the PSAP which will not operate properly during or after a power fluctuation or interruption has been experienced? ☐ ☒

If yes, describe the power supply used to prevent a loss of operation.